



Outstanding Travel Advances

DFAS Charleston update

ASMC MINI-PDI
March 17, 2004

Your Financial Partner @ Work

Overview

- **Travel Advances and Process flow**
- **Outstanding (Delinquent) Travel Advances**
- **Improvement Process Team (IPT) - STARS**
- **Root Causes**
- **Recommendations**
- **The Future - STARS/FL**

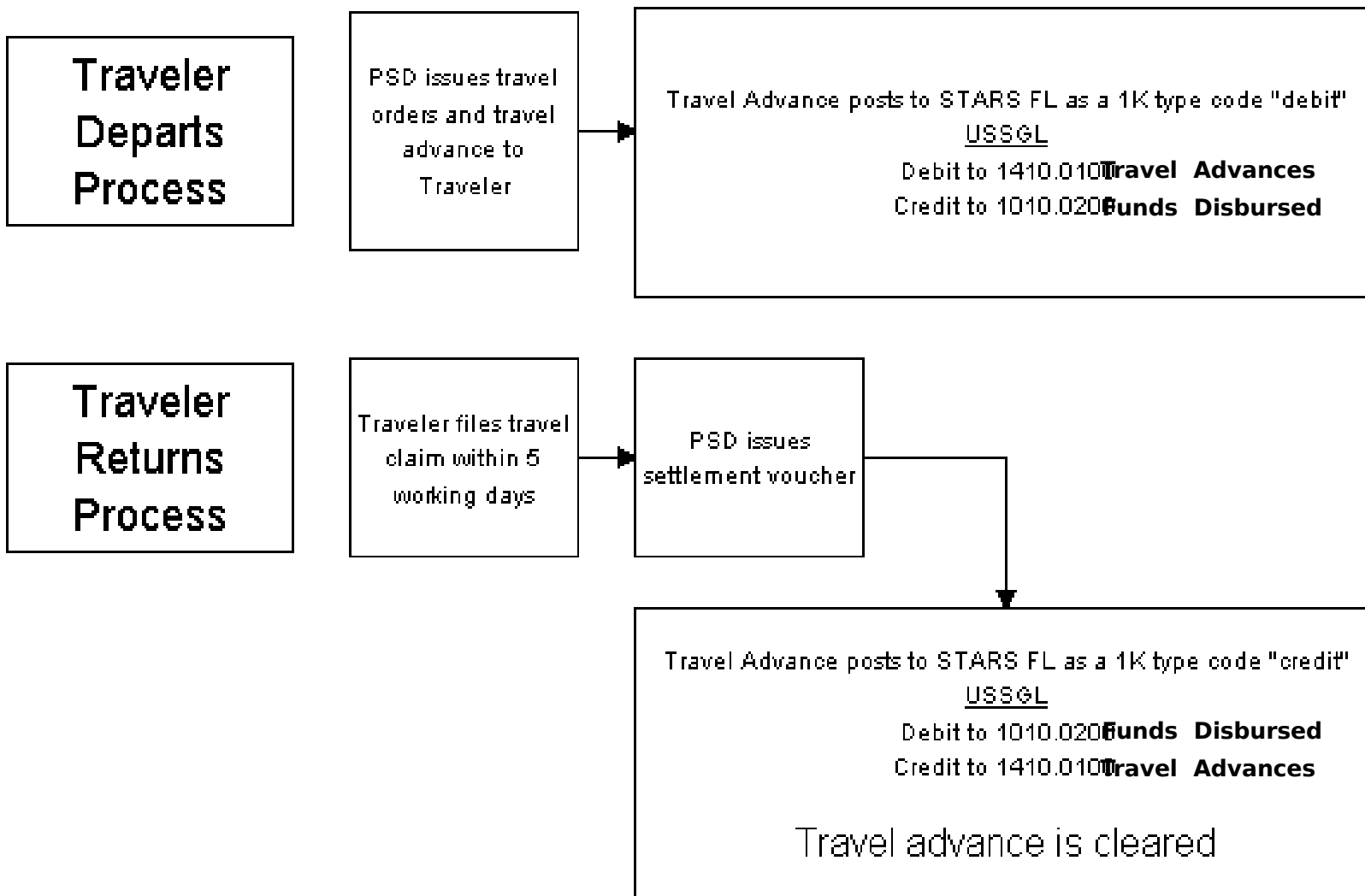


Travel Advances

- **"Travel Advances" represents the outstanding balance of advances made to DoD military personnel, civilian employees, and appointees for per diem, transportation, and related expenses incident to travel on authorized official business or change of official duty station (DoDFMR Vol. 4, Ch. 5, 050308)**
- **OUSD(C) policy states that travel advances are an exception to the standard practices of using ATMs and electronic funds transfers (EFT)**



Normal Travel Advance Process Flow into STARS/FL USSGL (simplified)



Outstanding (Delinquent) Travel Advances

- **Delinquent - aged 90 days or older**
 - **Age in days based on Current Date minus Traveler Estimated Return Date**
 - **Important that Traveler Estimated Return Date in STARS/FL is correct for accurate aging computation**
 - **If date is left blank, the obligation date is used**
- **Per FMO/DFAS-CL agreement**
 - **OTAs > \$250 or on open non-closing LOAs - must follow OTA checklist for appropriate actions to take**
 - **OTAs <= \$250 or on closing LOAs - after all research efforts exhausted, can be cleared and expensed to direct funds via Navy activity customer email/memo to Accounting**



OTA checklist

- **A document created by DFAS-CL Policy and Procedures**
- **Step by step instruction guide used by DFAS field sites as a tool to resolve OTAs**
- **Can be applied to all types of travel in STARS/FL and STARS-HCM**
- **General guidance to full OTA resolution with key FMR regulation excerpts for reference in collection efforts**
- **Assists in ensuring an adequate audit trail**



OTA Improvement Process Team (IPT) for STARS/FL

- **Initiated charter: Oct 2002**
- **Mission: To reduce and eliminate OTAs (travel advances > 90 days old)**
- **Members: DFAS field sites participating**
 - **Charleston, Pensacola, Norfolk, San Diego, Pacific, Japan**
- **Baseline figures established - Sept 2002**
- **Reporting monthly to DFAS-CL IPT POC on reduction efforts to baseline and new inflow OTAs**
- **IPT will continue until Mar 2004**



OTA/IPT for STARS/FL - Progress metrics

- Progress metrics created to reduce baseline and new inflow of OTAs
 - Metrics based on OTA transaction count and gauged on:
 - Percentage of baseline OTAs cleared
 - Percentage of cumulative post-baseline inflow OTAs cleared



OTA/IPT for STARS/FL - Progress metric goals

CONSOLIDATED OUTSTANDING TRAVEL ADVANCE PROGRESS METRIC					
	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04
GREEN	20%	40%	60%	80%	100%
YELLOW	15% - 20%	30% - 40%	45% - 60%	60% - 80%	75% - 100%
RED	15% or below	30% or below	45% or below	60% or below	75% or below
Goal: Eliminate all outstanding travel advances by measuring results based progress while developing root cause solutions.					

OTA/IPT for STARS/FL - Performance

Baseline and Inflow Performance by Field Site NET \$ and Count as of December 2003

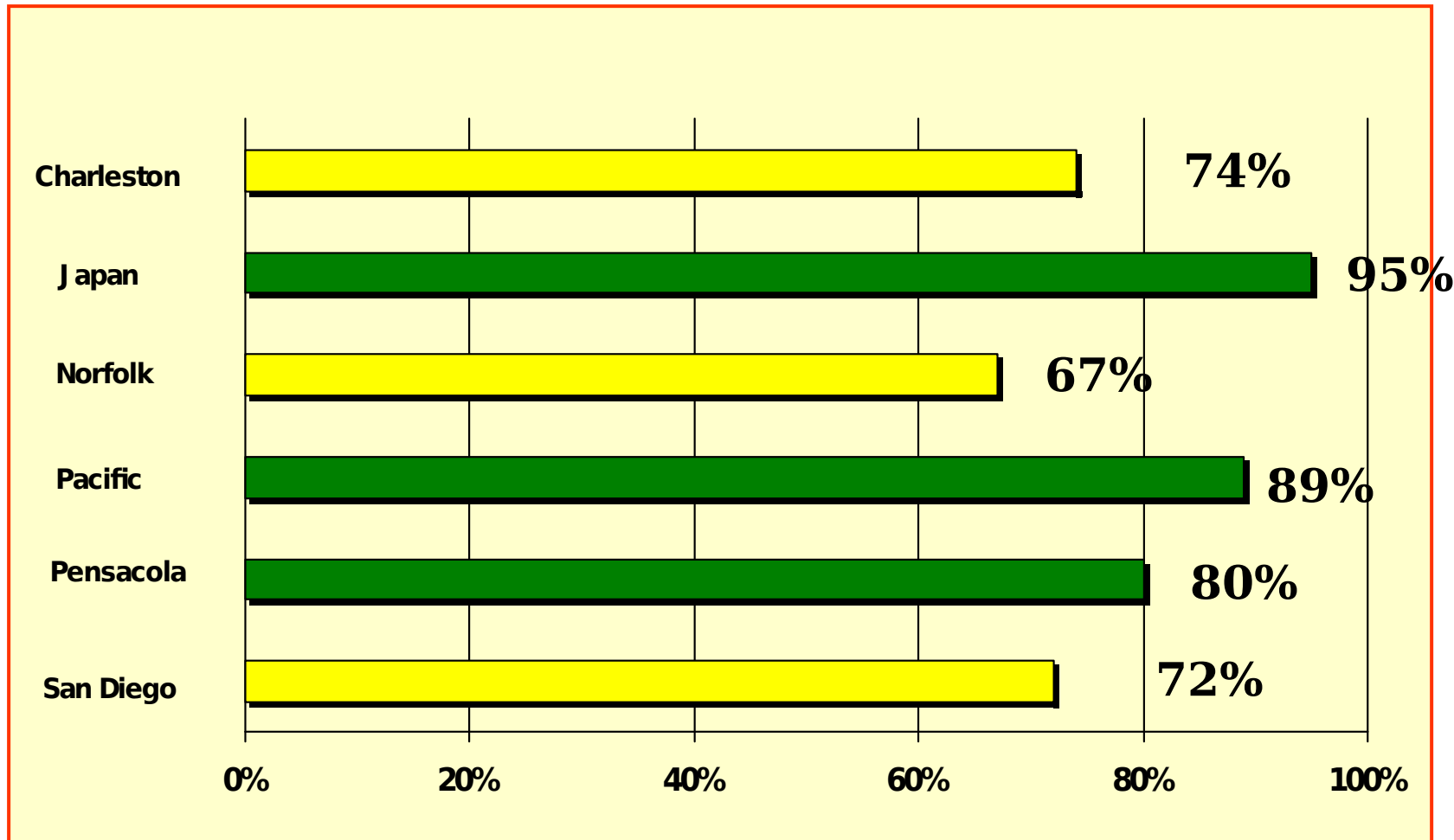
Field Site	SEPTEMBER 2002 BEGINNING BASELINE		DECEMBER 2003 RESOLVED		BASELINE LEFT TO RESOLVE	
	TRANS.	\$	TRANS.	\$	TRANS.	\$
Charleston	1096	\$ 1,054,775	809	\$ 563,455	287	\$ 491,320
Japan	81	234,936	77	230,660	4	4,276
Norfolk	19404	5,839,291	12933	3,320,475	6471	2,518,816
Pacific	393	453,895	349	392,106	44	61,789
Pensacola	1516	1,509,398	1215	1,109,161	301	400,237
San Diego	7765	2,210,268	5553	1,458,877	2212	751,391
Total	30255	\$ 11,302,563	20936	\$ 7,074,734	9319	\$ 4,227,829

Field Site	CUMULATIVE INFLOW		CUMULATIVE INFLOW RESOLVED		CUMULATIVE INFLOW LEFT TO RESOLVE	
	TRANS.	\$	TRANS.	\$	TRANS.	\$
Charleston	2059	\$ 1,952,113	1290	\$ 965,148	769	\$ 986,965
Japan	203	484,494	140	331,572	63	152,922
Norfolk	6133	3,370,546	1255	1,259,718	4878	2,110,828
Pacific	435	322,914	274	191,570	161	131,344
Pensacola	3436	2,234,958	1513	906,434	1923	1,328,524
San Diego	9574	4,028,620	5843	2,454,966	3731	1,573,654
Total	21840	\$ 12,393,645	10315	\$ 6,109,408	11525	\$ 6,284,237

Grand Total	52095	\$ 23,696,208	31251	\$ 13,184,142	20844	\$ 10,512,066
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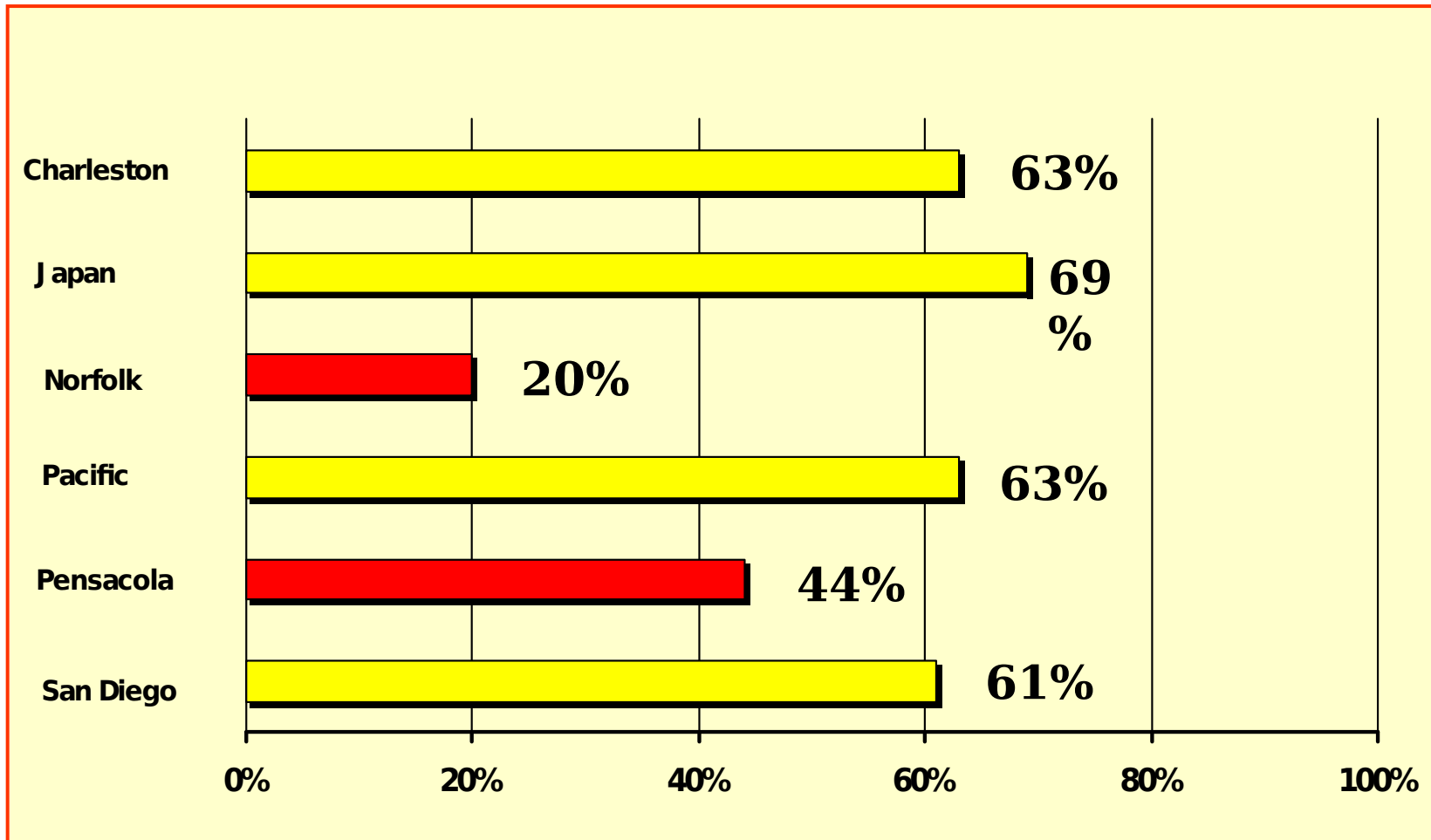
OTA/IPT for STARS/FL - Performance

Baseline Count Resolved by Field Site as of December 2003



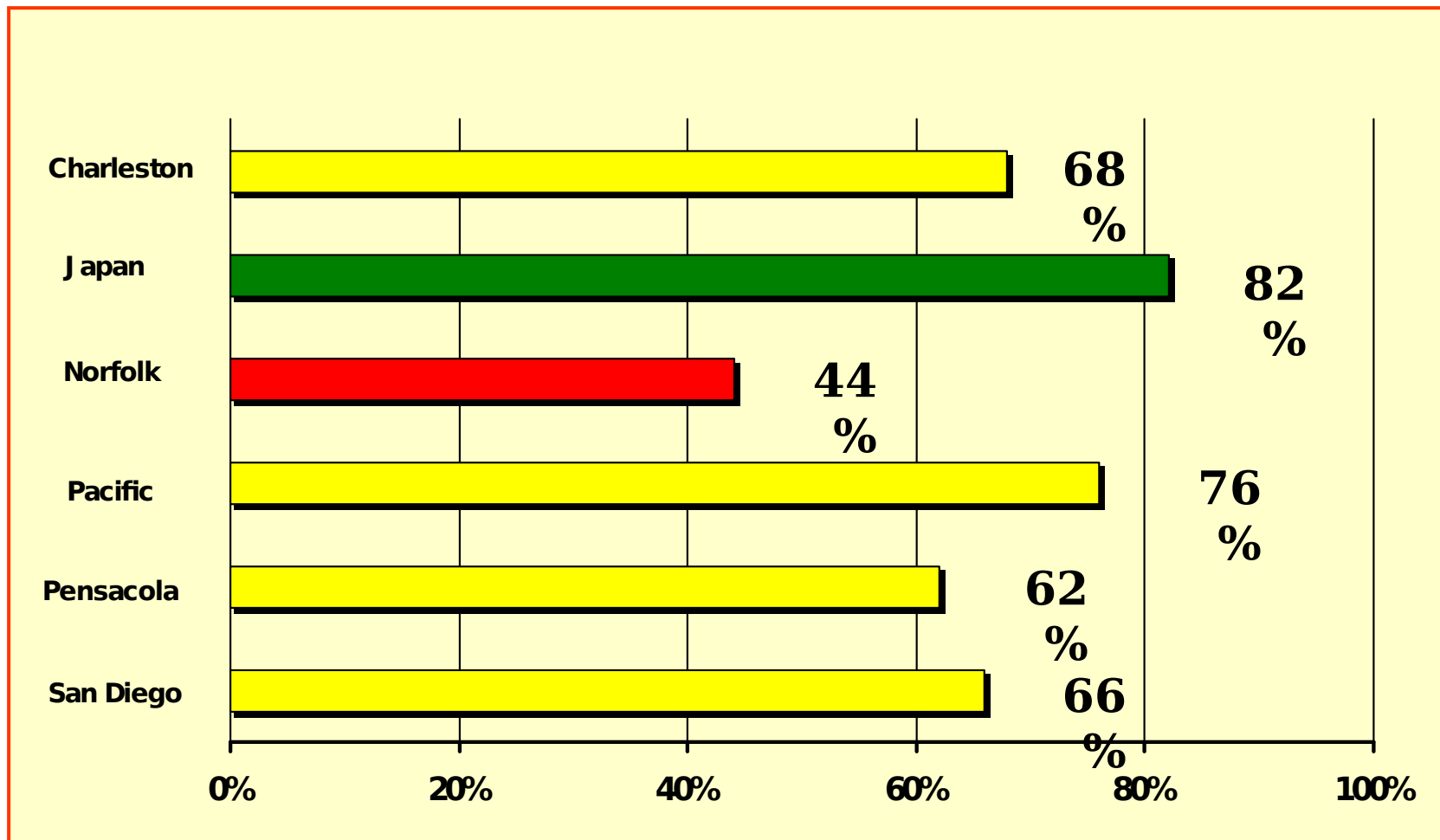
OTA/IPT for STARS/FL - Performance

Inflow Count Resolved by Field Site as of December 2003



OTA/IPT for STARS/FL - Performance

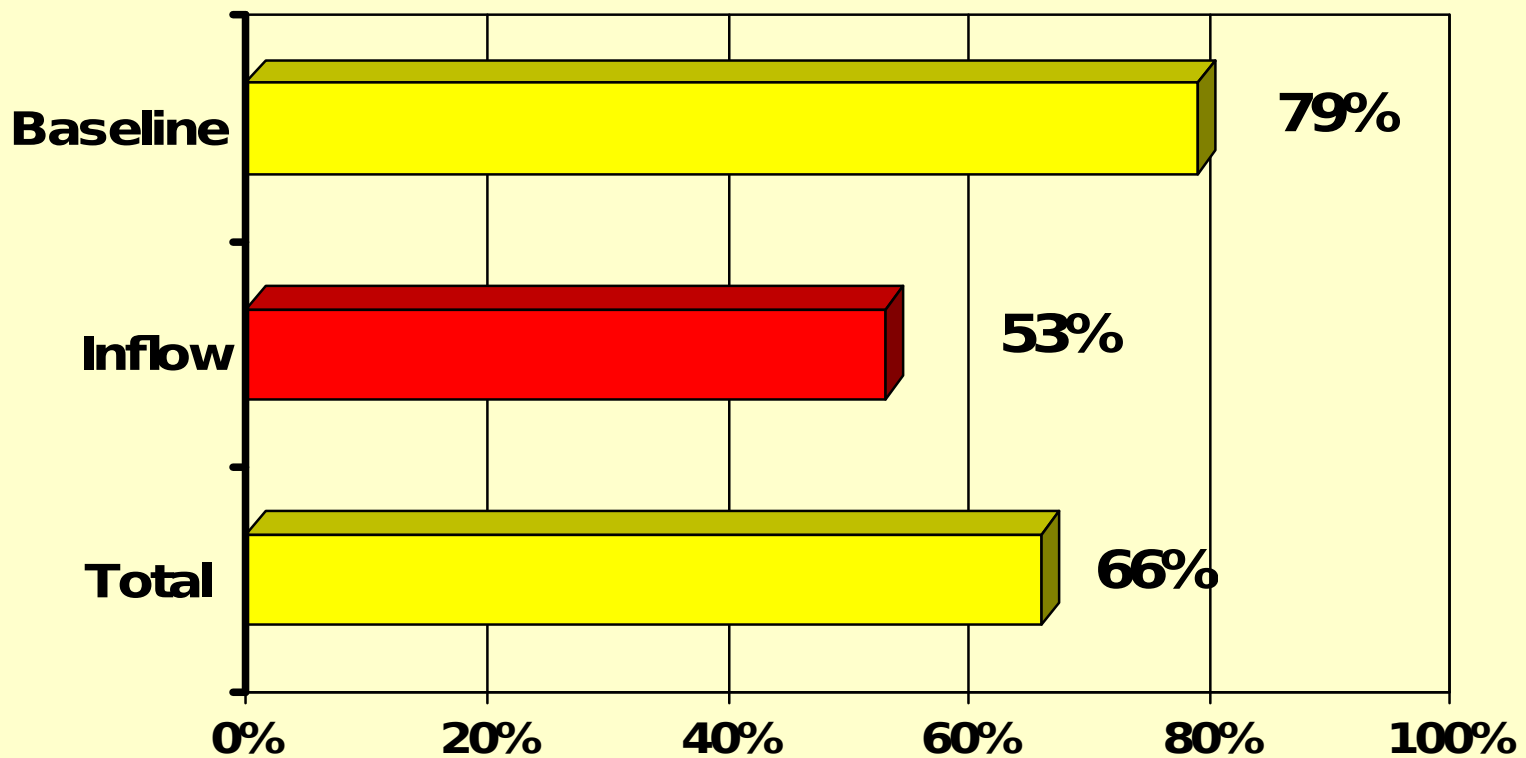
Total Count Resolved by Field Site as of December 2003



OTA/IPT for STARS/FL - Performance

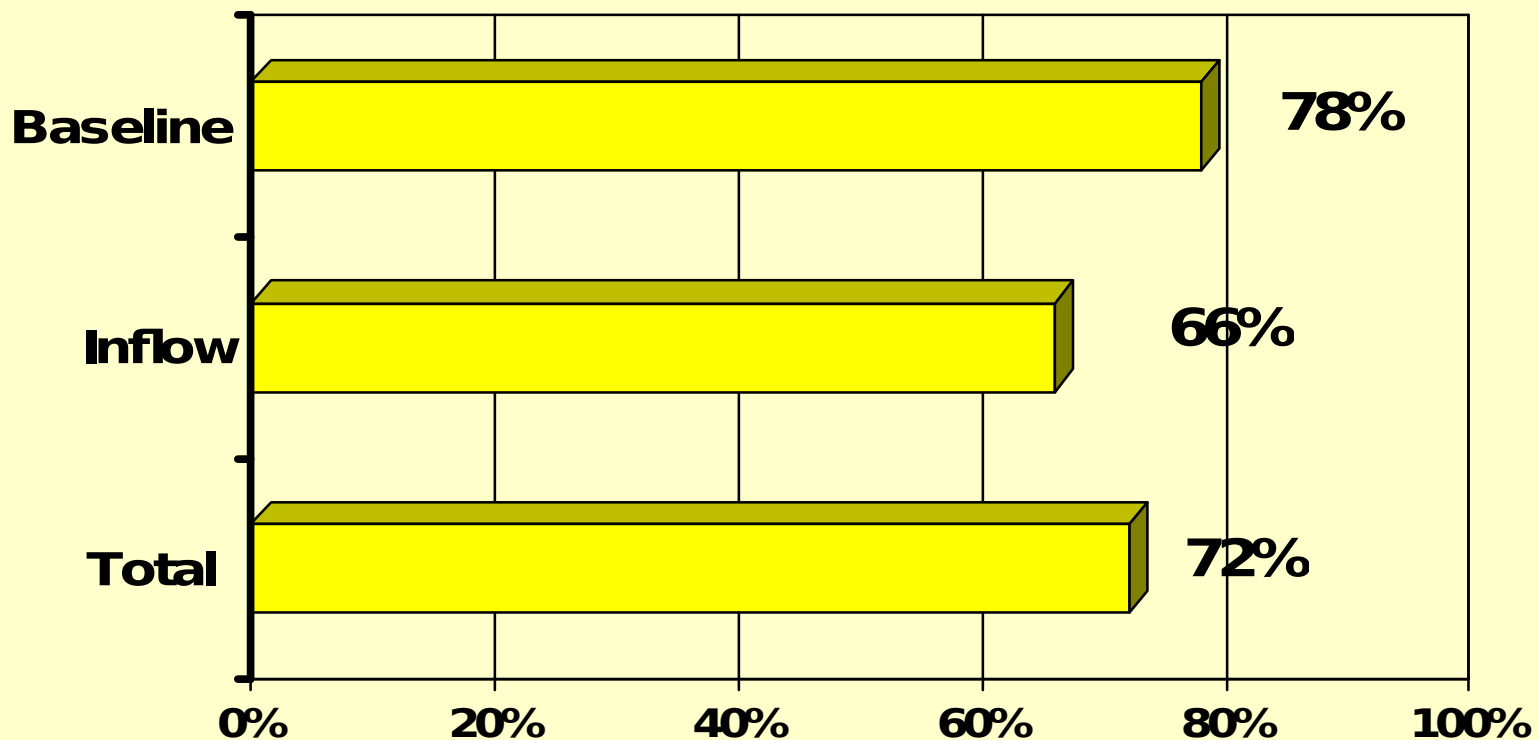
Baseline, Inflow, and Total Count Resolved - All Field Sites

as of December 2003



OTA/IPT for STARS/FL - Performance - DFAS Charleston update

DFAS Charleston Baseline and Inflow Resolved as of February 2004



OTA/IPT for STARS/FL - Root Causes

- **Travel advances posting to the wrong ACRN (AB vs AA)**
- **Travel advances posting to the wrong document number**
- **Travel Advances suspending due to mis-keyed data (T0 instead of TO)**
- **Settlement vouchers processed with the credit advance citing type code 2D vs 1K**
- **Travel vouchers processed incorrectly with a 2D and a 1K “netting” of amounts**



OTA/IPT for STARS/FL - Root Causes

- Travel advance was originally recorded as a 2D (not 1K) - travel voucher was processed as a 1K credit, creating a negative travel advance**
- Travelers not informing the PSD that advances were taken when submitting claims**
- Travelers not submitting travel vouchers in a timely manner**
- Travelers not informing PSD of a trip cancellation**



OTA/IPT for STARS/FL - Recommendations

- **Train PSDs in how to read and process travel vouchers correctly**
- **Navy Activities to work with PSDs in a coordinated manner to clear OTAs**
- **Navy activities ensure follow-up action on OTAs**
 - **Contact the travelers**
 - **Issue demand letters if necessary**
 - **Track the claims**



OTA/IPT for STARS/FL - Recommendations

- Navy Activities should recoup and liquidate advances through payroll offset if a travel voucher is not submitted within the 15 days of the traveler's estimated date of return/arrival. If by the 46th day of estimated return/arrival date, no response to a demand letter is received or no travel voucher is submitted then payroll offset is required. (DoDFMR Vol. 9, Ch 5, 050405.B)**



Travel Advances - Future System Change Request (SCR)

- **Modify STARS-FL and STARS-HCM to reclassify delinquent outstanding travel advances to Refunds Receivable, Public**
- **Submitted for BMMP (Business Management Modernization Program) approval - 12/03**
- **Benefit: To properly account for aged travel advances as a receivable due from the public and comply with DoDFMR Vol. 4, Ch 5 Section 050308.G**



Travel Advances - Financial Management Regulations for reference

- **DoDFMR Vol. 5, Ch. 28, 280209 (attempts to locate a debtor)**
- **DoDFMR Vol. 5, Ch 30, 300203 (collections of unearned advance per diem or mileage allowances)**
- **DoDFMR Vol. 5, Ch 30, 300205 (administrative offsets)**
- **DoDFMR Vol. 7A, Ch. 50, table 50-4 (involuntary collection efforts, enlisted members)**
- **DoDFMR Vol. 7B, Ch. 28, table 28-1 (involuntary collection efforts, retired members)**
- **DoDFMR Vol. 9, Ch. 5, 050513 E (collection**



Travel Advances - Financial Management Regulations for reference

- **DoDFMR Vol. 9, Ch. 5, 050405 A. 2 (responsibility of traveler to submit travel claims and/or repay advances)**
- **DoDFMR Vol. 9, Ch 5, 050405.B (civilian salary offset)**
- **DoDFMR Vol. 9, Ch 5, 050514.B (temporary duty travel)**
- **DoDFMR Vol. 9, Ch 6, 060303.D (Permanent Change of Station)**
- **DoDFMR Vol. 9, Ch 8, 080601 (demand for payment)**
- **DoDFMR Vol. 9, Ch 8, 080602 (service salary offset)**

Travel Advances - DFAS Charleston STARS/FL POCs

POC: Darla Tennis, DSN 483-6620 Comm 843-746-6620

MC 23 - Naval Supply Systems Command Headquarters

24 - Naval Sea Systems Command

30 - Strategic Systems Program

POC: Lowanda Nelson, DSN 483-6892 Comm 843-746-6892

MC 14 - Chief of Naval Research

18 - Bureau of Medicine and Surgery

22 - Bureau of Naval Personnel

39 - Space and Naval Warfare Systems Command

60 - CINCLANTFLT (current year only)

69 - Naval Security Group Headquarters

POC: Pearl Dickerson, DSN 483-6605 Comm 843-746-6605

MC 12 - Assistant for Administration-Under Secretary of Navy

15 - Naval Intelligence Command Headquarters

POC: Vickie Coaxum, DSN 483-6584 Comm 843-746-6584

MC 11 - Chief of Naval Operations - FSA

60 - CINCLANTFLT (prior year only)

62 - Chief of Naval Education and Training



Thank you for your time and attention



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